



# CLARK COUNTY BUILDING DEPARTMENT

## INSPECTIONS SERVICE GOALS

### JUNE 2013



TIMELINESS	
TOTAL INSPECTIONS	21663
ON TIME	21656
% ON TIME	99.9%
GOAL STANDARD	98%
<b>ACTUAL VS. GOAL</b> +/-	+1.9%

PRODUCTIVITY		
TOTAL INSPECTIONS		21663
PERCENT FAILED		5.9%
AVERAGE INSPECTIONS PER MAN PER DAY	CURRENT MONTH'S	46
	DEPT GOAL STANDARD = 20	
	ACTUAL VS GOAL (+ / -)	+130%
	ISO GOAL STANDARD =10	
ACTUAL VS GOAL (= / -)		+360%

ACCURACY	
# OF INSPECTION AUDITS	77
PASSING AUDITS	77
% PASSING	100%
GOAL STANDARD	90%
<b>ACTUAL VS GOAL</b> +/-	+10%

CUSTOMER SERVICE	
# OF CUSTOMER SERVICE FEEDBACK	26
EXCELLENT/GOOD	24
% PASSING	92%
GOAL STANDARD	80%
<b>ACTUAL VS GOAL</b> +/-	+12%